



URGENT

NOTIFICATION FOR PROVIDERS

Attention ALL Providers

SIGNED BAA & QSO

In an effort to ensure compliance with Health Insurance Portability and Accountability Act (HIPAA), Trillium Health Resources will not release any Protected Health Information (PHI) to a third party billing agency without an approved, signed Business Associate Agreement (BAA) or Qualified Service Organization Agreement (QSO) on file. No information can be shared with the third party biller until this documentation is received and reviewed. The BAA and/or QSO can be

Emailed to Claims2@TrilliumNC.org or

Faxed to 252-215-6877

If you have any questions, please contact the Provider Support Service Line at 1-855-1539 or submit an email to ClaimsSupport@TrilliumNC.org.

RA'S & 835 FILES DELAY

We are experiencing a delay today (May 16, 2024) with the RA's and 835 files being uploaded to the provider folders. As soon as they are available, we will let everyone know.

Thanks for your understanding and patience and we apologize for any inconvenience.

Trillium IT Department

If you have any questions please send an email to IT.Support@trilliumnc.org.

DO NOT REPLY to this email, as this is an unmonitored email address.

URGENT NOTIFICATIONS FOR NETWORK PROVIDERS

